Quintessa Business Partner Code of Conduct

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1 Introduction and Scope

Quintessa Ltd ("the Company") is committed to maintaining positive, professional relationships with all its Business Partners. In this code, "Business Partners" means all clients, subcontractors, associates, suppliers, and any other persons engaged to act on behalf of or in partnership with Quintessa. It also includes their employees or persons acting on their behalf.

The Company expects all Business Partners to uphold the standards prescribed in this policy, and to ensure that similar standards and principles apply throughout their own supply chain. Business Partners can expect the same standard of behaviour from Quintessa employees in all their interactions.

2 Standard of Behaviour

Quintessa believes that all relationships and interactions should be built on mutual trust, respect and integrity. We ask all our Business Partners to share our commitment to a respectful, inclusive and professional working environment.

We expect all Business Partners who work with us, or interact with our employees, to:

- **act professionally** – communicate courteously, honestly and respectfully at all times;
- **treat people with dignity** – respect everyone equally and refrain from harassment[1], bullying, discrimination[1], intimidation or abusive behaviour;
- **respect boundaries** – maintain appropriate professional relationships and respect personal boundaries;

[1] As defined in the Equality Act 2010.

- **communicate constructively** – address disagreements or concerns calmly and reasonably, without aggression, threats or personal insults; and
- **act with integrity** – be fair, honest and responsible in all business dealings.

These standards apply to all business interactions, whether in person, by telephone, email, online or at business and work-related social events.

3 Ethical Standards

The Company expects all Business Partners to work towards and uphold similar ethical and moral standards to those set out in our Corporate Social Responsibility Policy, Equality, Diversity and Inclusion Policy, Ethical Policy and Anti-Bribery Policy.

4 Our Commitment

Quintessa takes any reports of behaviour that falls short of these standards seriously. Any concerns or suspected breaches of these standards should be raised with us by emailing compliance@quintessa.org at the earliest opportunity. The Company reserves the right to withdraw from any agreement or other arrangement with any Business Partner who is found to have acted in contravention of the principles of this code.

We thank all our Business Partners for working with us to ensure a respectful, inclusive and professional working environment.